



## **Job Description**

Food Network (MFN) has been feeding Mississippians since 1984. MFN feeds more than 150,000 people *every month* or a total of 1.8 million people annually. MFN takes donations from multiple sources and distributes food and goods through its 430 member agencies. These agencies, in turn, distribute food to recipients within their communities. We provide nutrition education to our needy clients. We also emphasize advocacy and related needs. Our mission here at MFN is to change lives by fighting hunger today and feeding hope for a healthier tomorrow.

## **Position Summary:**

To Plan, Implement, and manage client data collection software rollout for MS Food Network's partner agency network. Ongoing responsibilities will include overall project administration, development of training materials, timeline management of onboarding partner agencies as well as relationship management with key stakeholders.

## **Primary Responsibilities:**

- Develop and manage the implementation of Service Insights software throughout the food bank's service area, ensuring the project progress aligns with Feeding America's network rollout strategy.
- Develop training materials in a variety of formats including online/webinars, videos, and in-person training materials.
- Work closely with Agency Relations staff to select pilot agencies for the initial training and use of the software.
- Conduct pilot training sessions for selected partner agencies as well as food bank staff.
- Develop and implement a "train the trainer" platform for ongoing training of additional partner agencies.
- Act as the in-house expert for Service Insights software tools/functionals and data collection best practices.
- Provide technical support as well as develop consistent strategies/processes to assist agencies with initial onboarding of client data.
- Align all proposed data elements into the Service Insights Network Data Glossary as well as leverage data to compile reports and materials that analyze service data/trends to effectively inform the food bank strategies for expansion of services intentionally focusing on high-need, underserved populations.
- Analyze and troubleshoot data inconsistencies and set processes to address and correct errors.
- Coordinate the use of data and identify trends across all departments of the food bank.



## **Qualifications:**

- Bachelor's degree or commensurate experience
- Experience managing projects from conception to completion, including setting and driving timelines and deliverables.
- Excellent written and verbal skills, ability to work with diverse groups of people.
- Adequate personal transportation.
- Superior problem-solving skills.
- Demonstrated ability to work independently.
- Knowledge of computer systems including database, spreadsheet, and word processing programs related to data entry.
- Experience developing outreach materials and leading training.
- Ability to address member agency concerns through an effective customer support approach.
- Ability to complete work accurately, effectively, and timely.
- Ability to handle a high volume of work in short periods.
- Commitment to food banking and the Mississippi Food Network's mission to end hunger in Mississippi.
- Valid Driver's License and Insurance required.
- Other Duties as assigned

**Apply:** Applications are accepted by email or mail. Send your resume to Human Resources, MS Food Network

- [dtaylor@msfoodnet.org](mailto:dtaylor@msfoodnet.org) with the subject line "Service Insight Specialis Position."
- P.O. Box 411, Jackson, MS 39205

**We are an equal opportunity employer**